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# ANNUAL REPORT

# MESSAGE FROM

# FIRE CHIEF MIKE IRWIN



The mission of the Springdale Fire Department is to save lives, protect property and minimize the effects of all emergencies in the city of Springdale. Our firefighters are a group of dedicated individuals who safely prevent harm through a caring career. Our mission statement is every part of our existence and everything that we do and offer has to relate back to our mission.

2019 has been a year in which the department has seen a rapid movement for improvement and the future for the city of Springdale. As many of you are aware, the passage of the 2018 bond issue has allowed us to complete a new station in the Harbor area, and another station is about 60% completed on Huntsville Ave. with a projected opening of May of 2020. Construction of station 9 should begin in early summer. It will be located on property on the corner of Shaw family park in the Northwest area of our city. In addition a training facility complete with classrooms and support areas should begin construction in summer of this year. I am also happy to report that for the second straight year we have seen our calls for service decline. Since my arrival in Springdale, we have generally seen about a 3-5% increase in call volume each year. I believe that with the continued efforts in our Community Risk Reduction Division and associated programs, we are seeing the results of our efforts. I can only hope that this trend will continue.

We have also been awarded from the

Commission of Accredited Ambulance Services (CAAS) accreditation as an ambulance service for the city of Springdale. I am proud of our organization and the men and women who made this possible. It shows the commitment that the organization has to the City and citizens that it protects each and every day. I would also like the citizens and elected officials to know that our dispatch agency has been ACE accredited as a dispatch center through International Academies of Emergency Dispatch (IAED). That speaks volumes for the dedication and hard work of all of those individuals who support both our police and fire departments.

I would like to thank each and every member of our organization for a strong effort in 2019. Without the commitment, dedication, and work of all of our membership; we could not have accomplished all that we set out to do. And, I am so proud to see the accomplishments that all of our members helped bring to fruition. Without these dedicated men and women, it would have not been possible.

As we continue to see our city grow and the needs of our community change, we will always be exploring ways to do things better, more efficiently, and effectively, while maintaining our commitment to our mission. We experienced some significant changes in 2019, and we are expecting nothing less in 2020. Throughout these changes, our leadership team will remain steadfast in their dedication to the principles of holding each other accountable and maintaining our core values.

I am honored to present the 2019 annual report which illustrates our commitment to the citizens and visitors of our community. As we look forward to what 2020 offers, we will strive to build on our accomplishments and exemplify the honor, pride, and longstanding history of providing quality and caring service. Thank you to the City Council, the Mayor, and all the citizens for your support.

***Yours in Service,***

*Michael J. Irwin*

## DEPARTMENT

# MISSION, VISION, & VALUES

## MISSION

To save lives, protect property, and minimize the effects of all emergencies in the City of Springdale.

## VISION

To provide emergency response services as well as fire and life safety education for all of those in Springdale, Arkansas.

## VALUES

SERVICE **FIDELITY**  
DEDICATION

## CITY & DEPARTMENT DEMOGRAPHICS

**48.1**

Square Miles

POPULATION

**81,552**

ANNUAL BUDGET  
**\$13,808,550**

**133**

Number of  
Uniformed  
Personnel

**4**

Number  
of Civilian  
Personnel

**7**

Fire  
Stations

**8**

Engines

**8**

Medics

**3**

Ladders

**2**

Brush  
Trucks

**1**

USAR/  
Rescue  
Unit

**1**

Hazmat  
Vehicle



## STRATEGIC PLAN

# ACCOMPLISHMENTS

In accordance with our 2014-2019 Strategic Plan, this is the progress made in 2019:

### GOAL



### STATUS

Purchase new CAD system that is compatible with surrounding departments

CAD system has been purchased and is in the process of being implemented

Improve 911 Communications Center Technology and Radio Communications Systems

System is waiting on final tower construction and is expected to be implemented in April 2020

Deliver best possible EMS service to the Citizens of Springdale

Obtained Accreditation through Commission on Accreditation of Ambulance Services in November 2019

Develop a program to educate our community on services, prevention, and preparedness

Ongoing, but have seen increased participation

Increase administrative support personnel staffing to better support and reflect increases in workload, and in line personnel

Requested additional staffing for 2020, but was denied

Continue evaluation of resource deployment and station locations

Station 7 completed and staffed. Construction began on Station 8. Reviewing and updating resource deployment models

Identify technical rescue efficiency gaps and begin identifying methods of closing those gaps

USAR 2 apparatus delivered and placed into service, and developed rough draft of technical rescue task book

Develop standardized narrative form for use on all EMS incidents

Completed and in use

Develop special studies program to provide better patient care

Worked with CAAS representatives to improve CQI program and better review calls

Formally implement health and wellness program through 3rd party agency and improve participation in Employee Assistance Program (EAP)

In progress, but have implemented health and wellness programs for mental health that have been successful

# KEY ACCOMPLISHMENTS

## CUSTOMER SERVICE SURVEY RESULTS

Was the 911 operator courteous & professional?

EXCELLENT

83%

GOOD

14%

Were the 911 operator's instructions useful and clearly provided?

EXCELLENT

83%

GOOD

14%

Was the Fire Department's response timely?

EXCELLENT

86%

GOOD

12%

Was your emergency crew helpful, courteous & professional?

EXCELLENT

87%

GOOD

13%

Was the care or help you received appropriate?

EXCELLENT

88%

GOOD

12%

Was our billing service, AMB, helpful, courteous & professional?

EXCELLENT

76%

GOOD

20%



**November 2019**

Achieved ambulance accreditation through the Commission on Accreditation of Ambulance Services

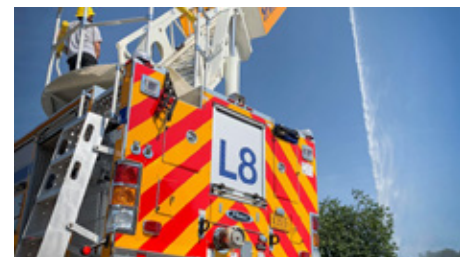


**July 2019**

Station 7 completed and staffed

**September 2019**

Construction on Station 8 began



- Target Solutions Online Training Program Implemented

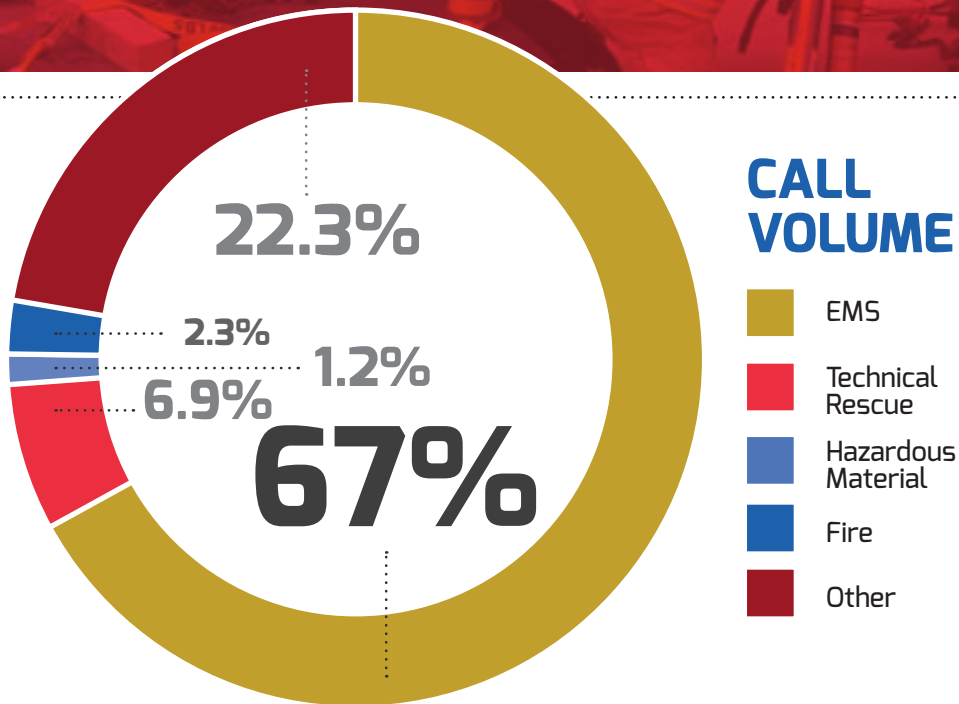
- Took delivery of new ladder truck

- Took delivery of new rescue/USAR truck

# ORGANIZATIONAL CHART



# EMERGENCY RESPONSE ACTIVITY



**90%**  
Response  
Time Call to  
Arrival

**7**  
**MINS.**

**AND**

**13**  
**SECS.**

## Emergency Calls Within Springdale

**5,517**

**EMS  
Calls**

**191**

**Fire  
Calls**

(includes structure fires,  
brush fires, vehicle fires,  
and fire alarms)

**574**

**Technical  
Rescue Calls**

(includes car accidents,  
construction accidents,  
open water incidents,  
high angle rescue, and  
industrial accidents)

**101**

**Hazardous  
Materials  
Calls**

(includes gas leaks,  
carbon monoxide  
alarms, and chemical  
emergencies)

**1,833**

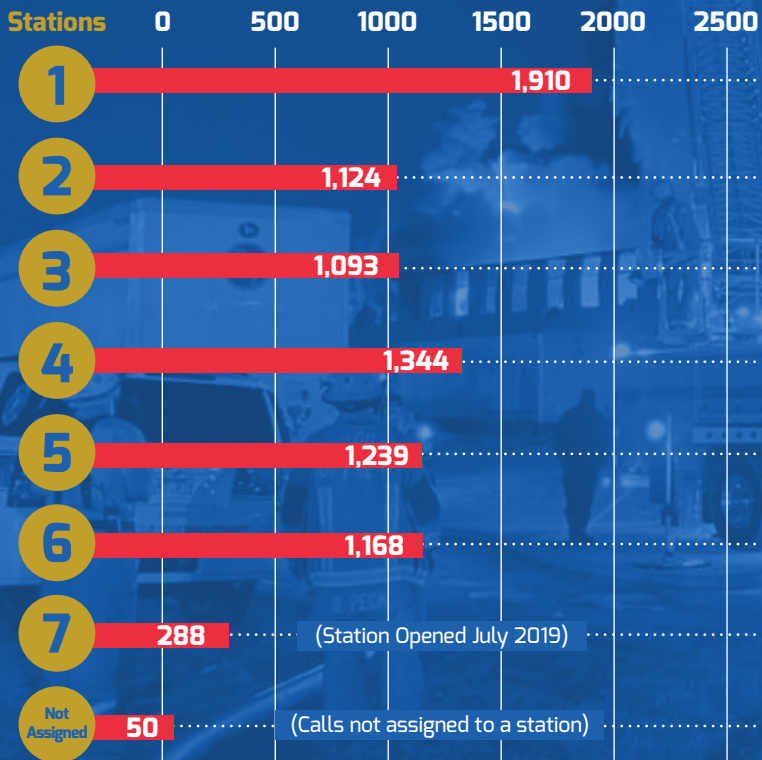
**Other Calls**

**8,216** **TOTAL  
CALLS**

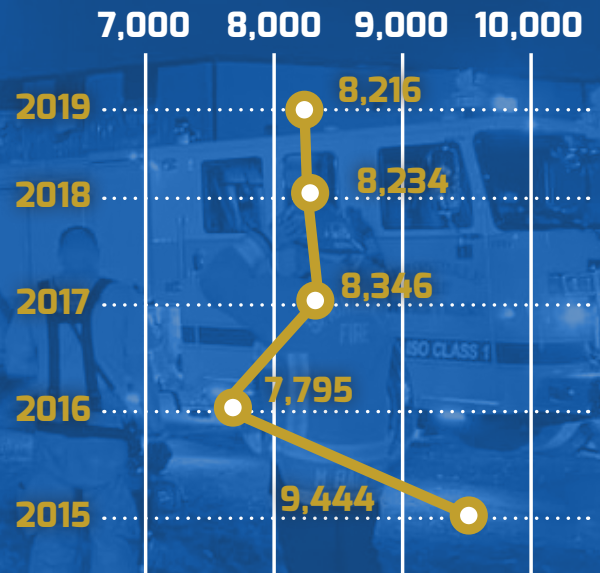


# DEPARTMENT

## CALL VOLUMES

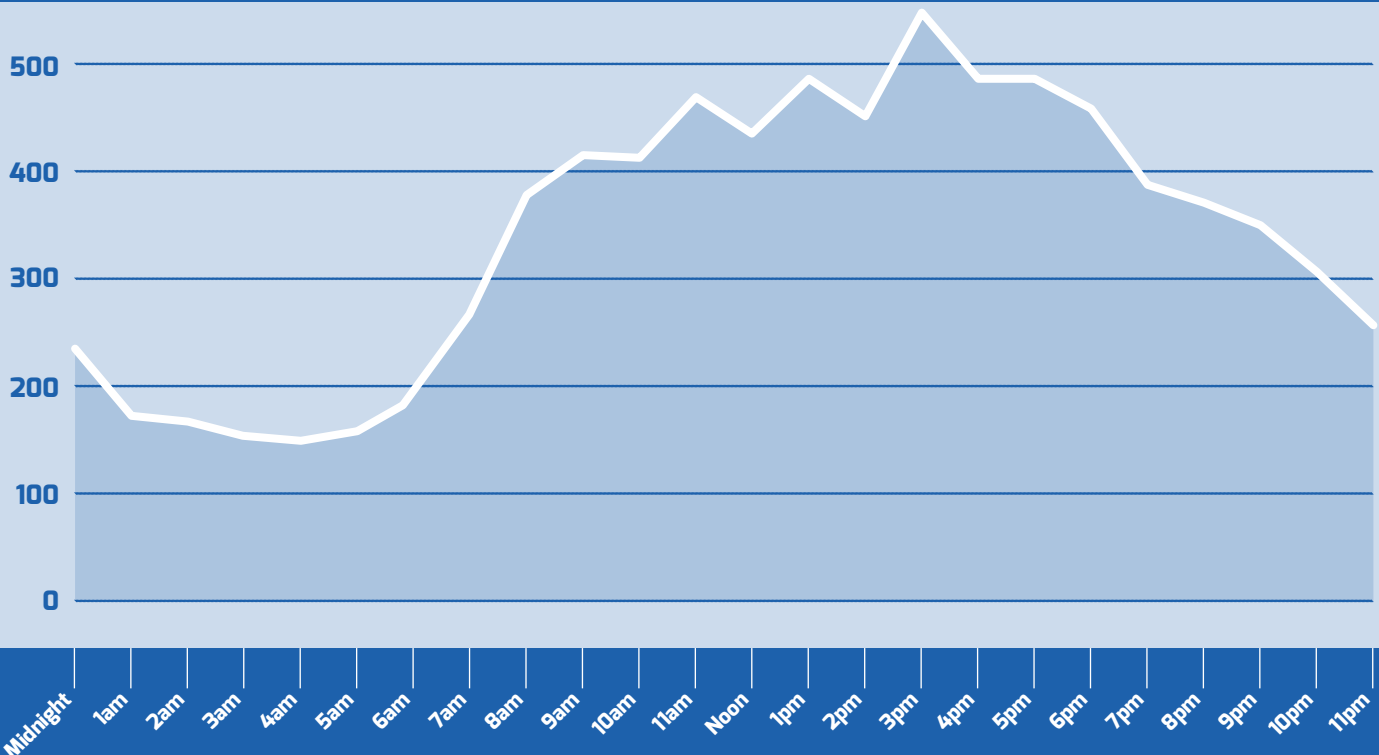


## TOTAL CALL VOLUME BY YEAR



These call volumes include responses to surrounding communities based on automatic aid agreements with other departments.

## RESPONSES BY HOUR OF THE DAY





# UNIT RESPONSES

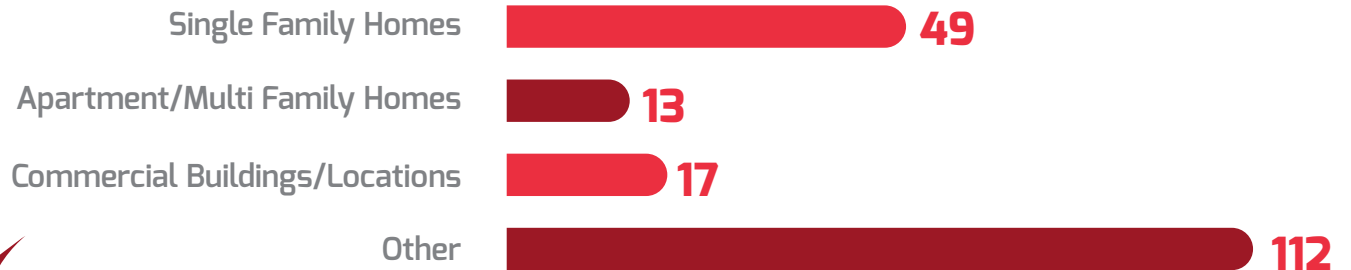


UNIT	2016	2017	2018	2019	TOTALS
BAT1	297	397	351	292	1,337
BR1	19	46	38	18	121
BR 6/7				14	14
E1	1,794	2,030	2,081	1,906	7,811
E2	1,339	1,479	1,360	1,308	5,486
E3	1,057	1,246	1,104	1,145	4,552
E4	1,331	1,612	1,558	1,503	6,004
E5	1,257	1,302	1,268	1,305	5,132
E7				342	342
HM3	9	8	10	7	34
L1	772	880	915	801	3,368
L6	1,332	1,563	1,564	1,358	5,817
M2	1,832	1,994	1,923	1,882	7,631
M3	1,765	1,908	1,821	1,757	7,251
M4	1,745	2,015	1,956	1,928	7,644
M5	1,649	1,787	1,768	1,797	7,001
R2/ USAR 2	1	5	5	14	25
TRL1	2	4	3	1	10
<b>Totals</b>	<b>16,201</b>	<b>18,276</b>	<b>17,725</b>	<b>17,378</b>	<b>69,580</b>

# FIRE ACTIVITY

## WITHIN CITY LIMITS

### FIRE ACTIVITY



### FIRE CONTAINMENT

78%

A large graphic featuring a white circle with a thick red arc. The number '78%' is written in large white font inside the circle. The background of the entire page is a red-tinted photograph of firefighters at a scene, with a large stylized flame graphic on the left side.

Contained to  
Room Where  
Fire Started

# EMS ACTIVITY

## Top 10 Call Types

1

TRAUMA

2

BEHAVIORAL

3

RESPIRATORY

4

CARDIAC  
RELATED

5

GENERAL  
WEAKNESS

6

ALTERED  
MENTAL  
STATUS

7

SEIZURES

8

ABDOMINAL  
PAIN

9

BACK PAIN

10

FAINTING

## ALERT ACTIVITY

54

TRAUMA  
ALERTS

28

CARDIAC/  
STEMI  
ALERTS

72

STROKE  
ALERTS

14

SEPSIS  
ALERTS

Trauma Alerts are used to notify local hospitals of patients with moderate to major trauma injuries. This allows for EMS to transport patients to a hospital with proper facilities and equipment. The faster a patient receives the proper definitive care, the better the outcomes are.

STEMI/Cardiac Alerts are used to notify the closest appropriate facilities of a patient with a blockage of the blood supply to the heart or "heart attack". The sooner the facility is alerted, the sooner they are able to provide the correct intervention and reduce damage to the heart muscle.

Stroke alerts allow for the patient to receive the proper medicine or other intervention sooner to prevent any further damage to the brain.

Sepsis alerts are to notify the hospital when a patient meets criteria for sepsis to allow for immediate treatment

Cardiac Arrest

110

30.2%

were resuscitated with return of  
Spontaneous Circulation



# TRAINING

## A C T I V I T Y



### TRAINING HOURS

TOTAL TRAINING:

**43,740**  
Hours

FIRE TRAINING:

**17,731**  
Hours

EMS TRAINING:

**5,486**  
Hours

HAZMAT TRAINING:

**3,214**  
Hours

TECHNICAL RESCUE  
TRAINING:

**4,860**  
Hours

#### Springdale Fire Department personnel hold the following certifications:

- Advanced Cardiac Life Care
- Pediatric Advanced Cardiac Life Care
- Prehospital Traumatic Life Support
- Tactical Combat Casualty Care
- HAZMAT Technician
- Technical Rescue Technician and Specialists including Rope, Confined Space, Vehicle Extrication, and Trench Rescue

# COMMUNITY RISK REDUCTION D I V I S I O N



## PUBLIC EDUCATION EVENTS

- Fire Safety Discussions
- Bleeding Control Classes
- CPR Training for Non-Profits
- Fire Extinguisher Training
- Fire Safety House Demonstrations
- Fire Prevention Week Education Programs
- Recruitment Events
- Festivals and Community Events

**15,485**

Total Number of  
Persons Reached

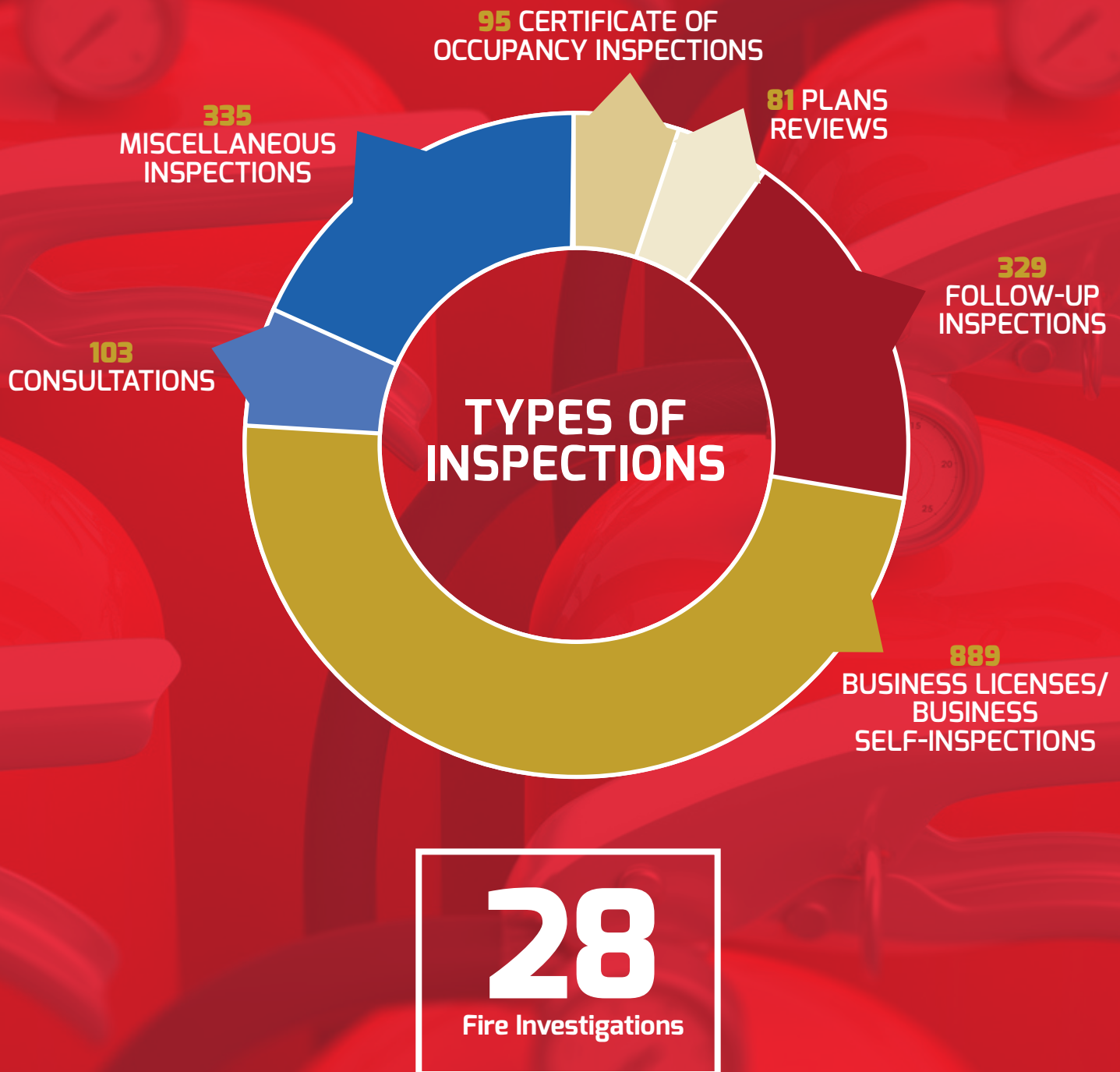
**494**

Total Number of  
CPR Participants

**40**

Total Number of School  
and Pre-K Programs





**\$7,072,205**  
Total Dollar Loss

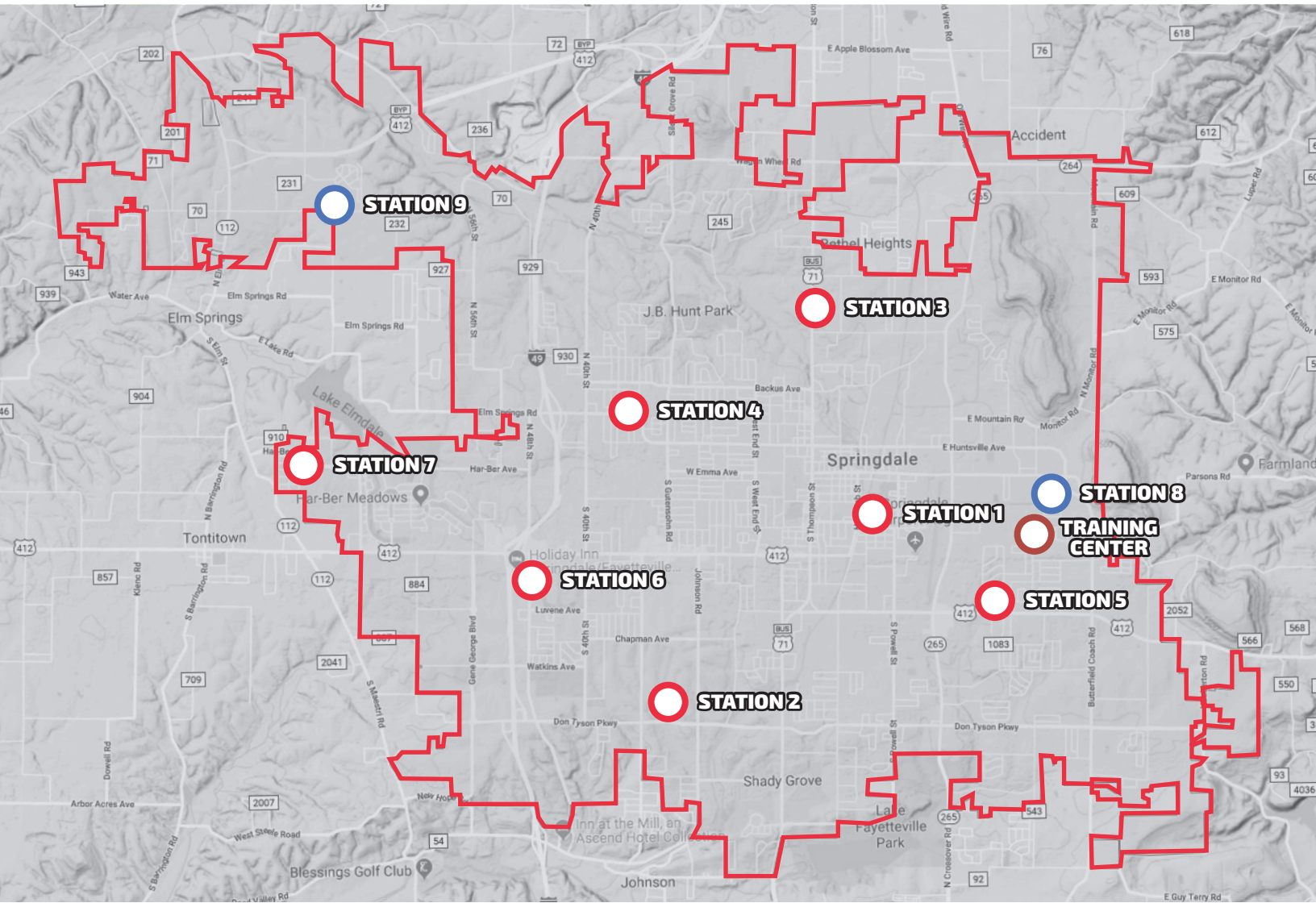
**\$29,548,136**  
Total Value Saved

**77.4%**  
Save vs. Loss

\*A Advantage Warehouse fire on December 27th was a total loss estimated at over \$6,000,000



# STATION LOCATION M A P



## LOCATIONS

### Station 1

417 Holcomb St. | Springdale, AR 72764

### Station 2

1660 W. Don Tyson Pkwy. | Springdale, AR 72764

### Station 3

730 Glass Dr. | Springdale, AR 72764

### Station 4

3420 Elm Springs Rd. | Springdale, AR 72762

### Station 5

1776 E. Robinson Ave. | Springdale, AR 72762

### Station 6

1623 S. 48th St. | Springdale, AR 72762

### Station 7

7867 Harber Dr. | Springdale, AR 72762

### Station 8 - Coming Soon

2246 E. Huntsville Drive

### Station 9 - Coming Soon

7561 W. Downum Road

### Training Center

2398 Turnbow Avenue



[www.springdalear.gov/165/Fire-Department](http://www.springdalear.gov/165/Fire-Department)